

**Civil Service Training Courses by Competency  
January-March 2004**

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**Analysis and Problem Solving**

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Problem Solving-Decision Making	\$128	1 day	March 8, 2004		
Rules of Evidence	\$330	2 days	January 26-27, 2004		

**Communication**

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
<b>Verbal Communication</b>					
Successful Strategies for Dealing with Difficult People	\$190	1 day	March 10, 2004		
Enhancing Workplace Relations	\$125	1 day	January 12, 2004		
Creating and Delivering Winning Presentations	\$350	2 days	February 18-19, 2004		
Confronting Conflict Head-On	\$190	1 day	February 11, 2004		
DDI: Building Trust	\$40	1/2 day	February 4, 2004		
Seven Habits of Highly Effective People	\$289	3 days	March 9-11, 2004		
DDI: Working through Conflict	\$40	1/2 day	January 21, 2004	March 18, 2004	
How to Get Things Done When You Are Not in Charge	\$125	1/2 day	January 21, 2004		
DDI: Skills for Successful Workplace Interactions	FREE	1/2 day	January 14, 2004	February 25, 2004	March 10, 2004
Seven Habits Introduction	\$80	2-half day sessions	February 10-11, 2004		
Conquering Workplace Negativity	FREE	1/2 day	January 21, 2004		
<b>Written Communication</b>					
Writing Advantage	\$275	1 day	February 6, 2004		

**Decision Making**

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Problem Solving-Decision Making	\$128	1 day	March 8, 2004		

### Safety

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Emergency Techniques	\$25	1 day	January 16, 2004	March 19, 2004	
Ergonomic Training – Office	\$45	1/2 days	February 25, 2004		

### Planning and Organizing

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Time Management: What Matters Most	\$184	1 day	February 9, 2004		
Project Management: IT Risk Management	\$750	3 days	March 22-24, 2004		
Project Management Concepts	\$380	2 days	January 13-14, 2004		
Seven Habits of Highly Effective People	\$289	3 days	March 9-11, 2004		
Saving Money During a Deficit How to Live Within Your Means When Your Means Don't Mean a Lot	\$125	1/2 day	January 21, 2004		

### Self-Management

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Time Management: What Matters Most	\$184	1 day	February 9, 2004		
Seven Habits of High Effective People	\$289	3 days	March 9-11, 2004		
Seven Habits Introduction	\$80	2-Half Day Sessions	February 10-11, 2004		

### Values, Trust and Integrity

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
DDI: Building Trust: by Avoiding Trust Traps and Strengthening the Foundation	\$50	1 day	March 24, 2004		
DDI: Building Trust	\$40	½ day	February 4, 2004		
Seven Habits of High Effective People	\$289	3 days	March 9, 2004		
Seven Habits Introduction	\$80	2-Half Day Sessions	February 10-11, 2004		

### **Adaptability/Flexibility**

<b>Civil Service Course Title</b>	<b>Cost</b>	<b>Length of Course</b>	<b>Course Date</b>	<b>Course Date</b>	<b>Course Date</b>
Seven Habits of High Effective People	\$289	3 days	March 9-11, 2004		
Seven Habits Introduction	\$80	2 Half Day Sessions	February 10-11, 2004		
Situational Leadership II	\$195	2 days	February 25-26, 2004		

### **Continuous Learning**

<b>Civil Service Course Title</b>	<b>Cost</b>	<b>Length of Course</b>	<b>Course Date</b>	<b>Course Date</b>	<b>Course Date</b>
Memory Tips for the Forgetful	\$128	1 day	February 3, 2004		
Seven Habits of Highly Effective People Renewal	FREE	1/2 day	March 30, 2004	April 14, 2004	

### **Customer Focus**

<b>Civil Service Course Title</b>	<b>Cost</b>	<b>Length of Course</b>	<b>Course Date</b>	<b>Course Date</b>	<b>Course Date</b>
Enhancing Workplace Relations	\$125	1 day	February 12, 2004		

### **Leadership**

<b>Civil Service Course Title</b>	<b>Cost</b>	<b>Length of Course</b>	<b>Course Date</b>	<b>Course Date</b>	<b>Course Date</b>
Succeeding as a New Supervisor	\$190	1 day	February 10, 2004		
Situational Leadership II	\$195	2 days	February 25-26, 2004		
DDI: Helping Others Adapt to Change	\$50	1 day	February 5, 2004		
How to Hold Employees Accountable, Phase 1	\$266	2 days	January 15-16, 2004		
Seven Habits of High Effective People	\$289	3 days	March 9-11, 2004		

### Interpersonal Skills

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Successful Strategies for Dealing with Difficult People	\$190	1 day	March 10, 2004		
Confronting Conflict Head-On	\$190	1 day	February 11, 2004		
DDI: Building Trust-by Avoiding Trust Traps and Strengthening the Foundation	\$50	1 day	March 24, 2004		
DDI: Building Trust	\$40	1/2 day	February 4, 2004		
DDI: Skills for Successful Workplace Interactions	FREE	1/2 day	January 14, 2004	February 25, 2004	March 10, 2004
Seven Habits of High Effective People	\$289	3 days	March 9, 2004		
Seven Habits Introduction	\$80	2-Half Day Sessions	February 10-11, 2004		
How to Get Things Done When You Are Not in Charge	\$125	1/2 day	January 21, 2004		
Enhancing Workplace Relations	\$125	1 day	February 12, 2004		

### Relationship Management

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Successful Strategies for Dealing with Difficult People	\$190	1 day	March 10, 2004		
Confronting Conflict Head-On	\$190	1 day	February 11, 2004		
DDI: Building Trust-by Avoiding Trust Traps and Strengthening the Foundation	\$50	1 day	March 24, 2004		
DDI: Building Trust	\$40	1/2 day	February 4, 2004		
DDI: Skills for Successful Workplace Interactions	FREE	1/2 day	January 14, 2004	February 25, 2004	March 10, 2004
Seven Habits of High Effective People	\$289	3 days	March 9-11, 2004		
Seven Habits Introduction	\$80	2-Half Day Sessions	February 10-11, 2004		
How to Get Things Done When You Are Not in Charge	\$125	1/2 day	January 21, 2004		
Enhancing Workplace Relations	\$125	1 day	February 12, 2004		
Situational Leadership II	\$195	2 days	February 25-26, 2004		
DDI: Working through Conflict	\$40	1/2day	January 21, 2004	March 18, 2004	

### Team Effectiveness

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Successful Strategies for Dealing with Difficult People	\$190	1 day	March 10, 2004		
Confronting Conflict Head-On	\$190	1 day	February 11, 2004		
DDI: Building Trust-by Avoiding Trust Traps and Strengthening the Foundation	\$50	1 day	March 24, 2004		
DDI: Building Trust	\$40	1/2 day	February 4, 2004		
DDI: Skills for Successful Workplace Interactions	FREE	1/2 day	January 12, 2004	February 23, 2004	
Seven Habits of High Effective People	\$289	3 days	March 9, 2004		
Seven Habits Introduction	\$80	2 Half Day Sessions	February 10, 2004		
Enhancing Workplace Relations	\$125	1 day	February 12, 2004		

### Functional Competencies for Managers and Supervisors Human Resource Category

#### Coaching

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Situational Leadership II	\$195	2 days	February 25-26, 2004		
Succeeding as a New Supervisor	\$190	1 day	February 10-11, 2004		
Coaching: How to Bring Out the Best in Others	\$190	1 day	March 9, 2004		
DDI: Coaching People for Performance Improvement	\$50	1 day	February 3, 2004		
Coaching – Core Skills for Building Staff Commitment	FREE	1 day	January 8, 2004	March 17, 2004	March 30, 2004

#### Conflict Management

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Enhancing Workplace Relations	\$125	1 day	February 12, 2004		
Successful Strategies for Dealing with Difficult People	\$190	1 day	March 10, 2004		
Confronting Conflict Head-On	\$190	1 day	February 11, 2004		
DDI: Working through Conflict	\$40	1/2 day	January 21, 2004	March 18, 2004	

### Contractual Services

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Contract Administration for State of Michigan	FREE	1/2 day	January 13, 2004		

### Employee Development

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Succeeding as a New Supervisor	\$190	1 day	February 10, 2004		
Seven Habits Introduction	\$80	2 half day sessions	February 10-11, 2004		
Situational Leadership II	\$195	2 days	February 25, 2004		

### Employee Relations

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Labor Relations: Labor Contracts and Management Rights	\$60	1 day	January 7, 2004		
Labor Relations: Corrective Action	\$60	1 day	March 3, 2004		
Labor Relations: Grievance Procedures	\$60	1 day	February 6, 2004		
Rules of Evidence	\$330	2 days	January 26-27, 2004		

### Recruitment

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Targeted Selection Behavioral Interviewing	\$160	2 days	February 12-13, 2004		

### Organizational Performance Category

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
How to Hold Employees Accountable Phase 1	\$266	2 days	January 15, 2004		
Conducting Performance Reviews	FREE	1/2 day	March 23, 2004	April 22, 2004	

### Process Improvement

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Project Management Concepts	\$380	2 days	January 13-14, 2004		
Saving Money During a Deficit How to Live Within Your Means When Your Means Don't Mean a Lot	\$125	1/2 day	January 21, 2004		
Project Management: Managing IT Projects	\$750	3 days	January 27-29, 2004		
Project Management: IT Risk Management	\$750	3 days	March 22-24, 2004		